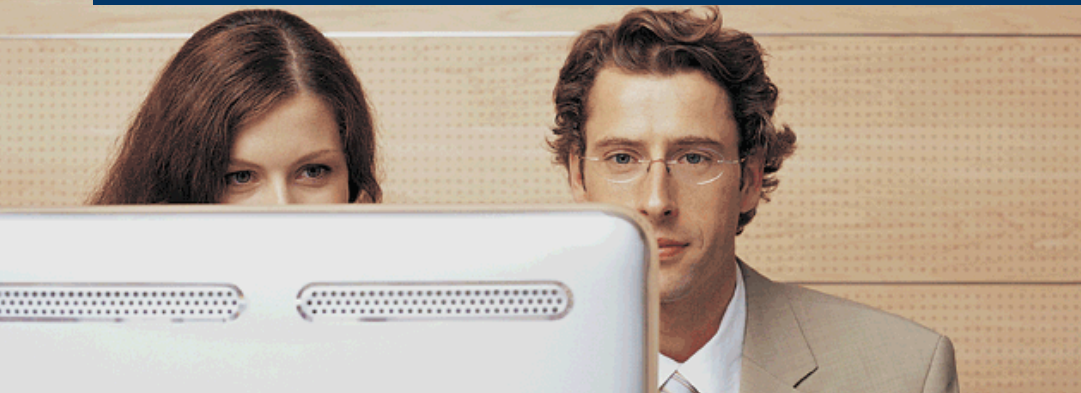


**Any Form. Any Document. Anytime.**





## You are global and local You are agile and regulated You are speed and quality

... and like many organizations you struggle to achieve these balances because many of your critical processes are paper-based and difficult to manage.

That is, unless, you are one of over 8,000 of the world's largest organizations that believe a key to their competitiveness and success today is their ability to automate their paper-based processes with Cardiff TeleForm.

Teleform is a cornerstone piece of the Cardiff Intelligent Document solution. Unlike a traditional static document which is disjointed from the process, systems and data that it is a part of, a Cardiff Intelligent Document that originates from either paper or electronic submission is aware of its environment and context. The document knows how to securely navigate the process between people and systems and makes recommendations to the user based on current and historical conditions in order to ensure data accuracy and

integrity. With the unparalleled flexibility of Cardiff®, organizations efficiently capture information from paper and electronic sources—regardless of complexity.

TeleForm is the only comprehensive solution to combine world-class capture with intelligent form and document processing, successfully integrating people, paper and processes.

### **Intelligent Form and Document Capture**

In order to automate your paper-based processes you need support for the tools that your users already know and use on a day-to-day basis.

That's why Cardiff TeleForm delivers a complete range of alternatives for capturing paper forms and documents from distributed knowledge workers or external customers and partners, via methods they are familiar with today—fax, email, internet, postage, scanners and others.

### **Intelligent Form and Document Classification**

Forms and documents come in all different formats, shapes and sizes and many of them are generated outside of your enterprise and outside of your

control. Before you process them, they must be sorted.

Rather than using separator sheets or presorting documents by hand, a time consuming and costly endeavor, Cardiff TeleForm intelligently identifies form and document types of varied structures and formats, based on their content using a robust suite of identification methods and automatically sorts scanned documents into "virtual piles" for further processing without any human intervention.

### **Intelligent Data Extraction**

Manually keying data from forms and documents into your business systems is time consuming, costly and error prone. The potential for compliance or privacy violations due to operator error is high.

Cardiff customers typically see a 60%-80% reduction in the costs associated with manually typing data from paper forms and documents as TeleForm automatically reads hand print, machine print, optical mark, barcodes and signatures. TeleForm extracts information automatically from any document type including semi-structured and unstructured documents such as loans, contracts, invoices and more.

Teleform is truly a mission-critical system for AMN Healthcare. We use the system to capture and process key workforce documents that drive our business operations. Our last Teleform upgrade resulted in 10% better data quality and 20% faster processing! With v10, we expect to drive additional quality and productivity improvements, enable new web-based services for our customers, and provide detailed audit trails to improve our internal and external compliance.

—Bruce Carothers, Senior Vice President, Chief Technology Officer, AMN Healthcare



“It happens every time. When we first explain to our customers that Cardiff TeleForm can fully automate their paper processes and virtually eliminate all human intervention, they first wonder how this is possible and then they wonder when they can get started. Cardiff TeleForm is the only solution that allows you to unify all of your paper-based processes throughout the enterprise, even processes in different departments, businesses and geographies.”

—Mark Seamans, General Manager, Cardiff.

### **Intelligent Data Validation**

Often the data contained in forms and documents is inherently inaccurate or difficult to read, a problem which grows exponentially as that data travels through your business processes.

With TeleForm automated business-rules processing, functions can be easily defined via point-and-click setup interfaces to ensure the data entering your business systems is 100% complete and accurate. Exceptions are intelligently routed to the right human operators to review and correct.

### **Intelligent Security and Compliance**

Nearly every industry today faces stricter regulations, burdening companies with additional costs and overhead. Companies require business applications that are transparently compliant to avoid the overhead of special processes and re-engineering.

Cardiff customers utilize TeleForm in their most mission critical applications where robustness and security of the application are paramount. Applications such as clinical trials and many financial services

applications require that any and all changes or interactions with the data and system be recorded. TeleForm can be easily configured to transparently record all of the requisite audit data, including system administration, operator interactions and software induced changes. In addition, TeleForm is designed for environments where operator authentication, including digitally signing data and image sets, is required.

### **Intelligent Business Processes**

Typically a paper form or document is just the first step or a supporting step in a complex business workflow and in many cases that paper follows the workflow at each step.

The ability for TeleForm customers to seamlessly and easily combine paper forms and documents with their electronic business processes means that they can significantly accelerate their business, reduce costs and outpace the competition. TeleForm provides point and click setup of business process initiation and rendezvous of paper

documents with in progress workflows occurring within Cardiff's flagship business process automation platform, LiquidOffice.

### **Intelligent Enterprise**

Whether automating the paper-based processes in a single department or the entire enterprise you demand that your business applications be enterprise-class, the consequences of using anything less can be devastating.

With TeleForm, your organization receives bullet-proof fault tolerance, enterprise-class scalability, the most effective troubleshooting tools available, and unmatched technical support. The result is uninterrupted service—and critical processes that are always available, for employees and customers—that let's you grow your business without limits. Support for clustered environments enhances TeleForm's already extreme fault tolerance and limitless scalability. This gives businesses the ability to distribute and provide redundant computing resources as needed to meet their unique requirements today and tomorrow as their business grows and changes.

## **Applications**

### **Accounting**

Expense reports, invoices, statements, purchase orders, time cards

### **Customer Service**

Order forms, warranty claims, service requests, consultation forms, work authorizations

### **Human Resources**

Employment applications, benefit enrollments, transfer requests, performance evaluations, vacation requests, consent forms

### **Marketing**

Surveys, research test forms, event registrations, product evaluations, entry forms, questionnaires

### **Production**

Work orders, requisition forms, shipping, receiving documents Industries

### **Government**

License applications, census forms, tax forms, vehicle registration, business and building permits

### **Education**

Student applications, test results, financial aid

### **Healthcare**

Claim forms, prescription orders, patient encounter forms

### **Pharmaceutical**

Case Report Forms (CRF), patient surveys, research forms

### **Finance**

Loan applications, credit reports, new accounts

### **Insurance**

Claim forms, requests for proposals, reimbursement forms

## Included Features

### Form Designer

A point-and-click application for easily implementing automated forms processing and document capture. Designer includes complete layout tools to create new forms and to automate your existing forms and document types.

### Capture, View and Index Non-Image File Types

Supports viewing of word processing, spreadsheet, presentation, graphic, multimedia, and other formats without the native file application.

### Content-based Classification

Automatically classifies and sorts forms and semi- and unstructured layouts via barcode, form identification, full page keyword and phrase identification algorithms.

### Automatic Data Extraction

Automatic extraction of key indexes from forms and semi- and unstructured layouts by best-in-class voting recognition engines.

### Document Package Handling

Allows multiple levels of association for forms and documents within a batch; group "sets" of forms and documents together.

### Anytime QC

Enables users to view, rotate, add, delete, copy, reposition, and automatically or

manually reclassify and index at any time during the life of the batch, from scan to commit.

### Verification Application

Verification personnel can intuitively and efficiently validate classification and extraction results with ease.

### Auditing and Tracking

Track interactions between people, systems, images and associated data.

Log all system configuration and security changes. Uniquely configure level of tracking for each business application.

### Digital Record Signature Support

Provides ability for a user to digitally sign records associated with views of/changes made to/ data in the TeleForm system.

### Print Merge Application

Merges electronic data onto forms for automated printing and faxing.

### Automated Workflow

Paper-originated forms and documents from TeleForm can easily and rapidly feed into electronic-based in-process or initiate workflows in LiquidOffice.

### Flexible Export Interfaces

Automatically delivers data to more than 300 business systems.

## The Value of Cardiff TeleForm

### Customers Quantify the Benefits

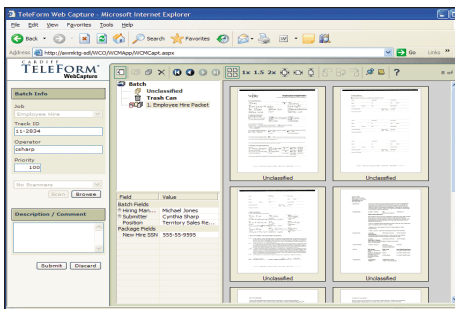
Thousands of organizations, from small companies to leading Global 2000 businesses in a wide range of industries, have experienced a quick return-on-investment and low-total cost-of-ownership with TeleForm.

With its flexible, secure workflow environment, TeleForm is the only platform that will allow us to streamline all of our paper-borne processes and unify our handling of the documents that drive our business, whether forms or unstructured documents such as contracts and invoices.

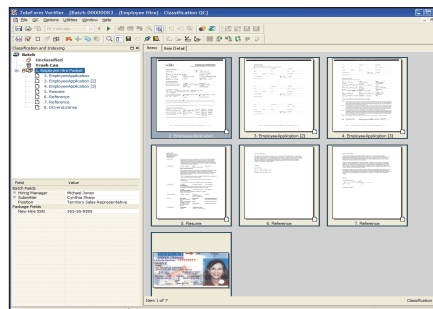
—Bob Tiede, Dairy Farmers of America

Using TeleForm, our entire data-entry requirement is only one staff person, even as our processing volume has exceeded one million forms a year. Using a manual system literally would have required hundreds of data-entry operators.

—Michael Garguilo, American Express



The Web Capture Option provides the features that one would expect in a "thick client", but is a fully customizable web-based application



Process work packages containing any combination of forms, unstructured documents and electronic files

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Cardiff has additional offices in Boston, New York, Sunnyvale, Vista and Washington DC, as well as in Amsterdam, Beijing, Brussels, Hamburg, London, Madrid, Milan, Munich, Oslo, Paris, Rome, Shanghai, Singapore, Stockholm and Sydney and Taipei.



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